



# ARKANSAS DEPARTMENT OF EDUCATION

Four Capitol Mall  
Room 106A  
Little Rock, Arkansas 72201-1019  
501-682-2744

## POSITION VACANCY ANNOUNCEMENT

January 19, 2018

**Closing Date: January 25, 2018**

(Position will close from date of listing or until filled.

Application review will begin on January 26, 2018).

**Title: SENIOR SOFTWARE SUPPORT ANALYST**

**Position Number: 2208-2684**

**Grade: IT06**

**Information Systems**

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### **DUTIES:**

The Senior Software Support Analyst position will provide oversight and leadership to the ADE IT Services Group. This position is vital for managing and coordinating the activities of the agency IT projects upgrades and migration, and Desktop Support sections of the ADE Information Systems Unit. This position will be responsible for troubleshooting end-user issues; researching and recommending IT solutions; and maintaining documents as necessary in support of the IT service needs for the agency. This position will assist the Director of Information Systems in tactical and strategic management of ADE's information systems. Additional responsibilities include maintaining information systems data collection meta-data/data catalog. This position will require a high level degree of communication organization, planning and stakeholder engagement activities; will require review of state and federal policies, best-practices and other related policy research for development and maintain policies for the ADE Information Systems Unit.

### **SPECIAL REQUIREMENTS:**

Knowledge of computer system hardware and software; knowledge of computer user requirements and system design procedures.

### **SPECIAL APPLICATION INFORMATION:**

Only completed application with work history will be accepted. The work history section of the application must be completed. We do not accept resumes in lieu of completing this section.

### **MINIMUM QUALIFICATIONS:**

The formal education equivalent of a bachelor's degree with a major in computer science, mathematics or a related field; plus four years of experience in computer programming or a related area, including one year in systems analysis. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. Other job related education and/or experience may be substituted for all or part of these basic requirements, except for certification or licensure requirements, upon approval of the Qualifications Review Committee.

### **PROCEDURE FOR APPLICATION:**

Applicants must complete the Application for State Employment. Resumes may accompany, but will not replace the application. Application returns and requests must be directed to the Arkansas Department of Education (ADE), Human Resources Office, Room 106A, Four Capitol Mall, Little Rock, Arkansas 72201-1019, (501) 682-2744. Visit our website at [www.arkansased.gov](http://www.arkansased.gov) or [www.arstatejobs.com](http://www.arstatejobs.com). To make a call using the Arkansas Relay Service, dial 1-800-285-1121 (Voice) or 1-800-285-1131 (TDD) and for customer service, dial 1-800-285-7192 (V/TDD). Applications will be subject to inspection under the Arkansas Freedom of Information Act.

The Arkansas Department of Education is an Equal Opportunity/Affirmative Action Employer. All applicants will receive equal consideration without regard to race, religion, color, national origin, gender, sexual orientation, political affiliation, age, disability or any other non-merit factor. Qualified applicants with disabilities may request reasonable accommodation needed to participate in our application process.